

Co-operative Development Services Ltd

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Mr Graeme Charles
Secretary
Co-operative Federation of Victoria Ltd
PO Box 356
BEECHWORTH 3747

23 February 2000

Dear Mr Charles,

We wish to make a complaint about the Federation's lack of responsiveness to a letter we sent to you late last year.

We wrote to you on 5 December 1999 asking the Federation to make representations to the Attorney-General seeking Victoria's recognition of the NSW Co-operatives Act. As explained in the letter, we have a client in NSW who wishes to trade in Victoria, however, they are inhibited in doing so because the Victorian Government has not yet recognised that state's Co-operatives Act.

It is now over 11 weeks since we wrote to you without a written reply or acknowledgment.

When our director, Tony Gill, telephoned you in early February to ascertain progress, you told him that no action has been taken on the matter, and that you will add it to the list of issues to raise when you meet the Minister in mid February. To date, you have not advised us of the outcome of your discussions with the Minister.

We are surprised that you have not responded to our letter considering the Federation's emphasis on responsiveness. The lack of response makes a mockery of your personal commitment to members in the February 2000 edition of the *Victorian Co-operative News* "...to always keep you informed of the progress of all tasks undertaken on your behalf."

Unfortunately, it is not the first time that there has been a slow response to one of our letters. Our letter of 15 October 1999 took a month before we received a reply.

If we do not receive a response to our letter within 7 days, we will assume that the Federation is not interested in following through with this issue, and that we will make our own representations to the Minister on the matter.

Yours sincerely,


Paula Weaver
Secretary

cc Directors